

Related Change Request (CR) #: 2620

Medlearn Matters Number: MM2620

Related CR Release Date: February 6, 2004

Related CR Transmittal #: R97CP

Effective Date: October 1, 2004

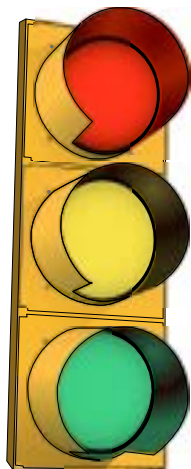
Implementation Date: July 6, 2004

MMA-Implementation of New Medicare Redetermination Notice

Providers Affected

All Medicare physicians, providers, and suppliers.

Provider Action Needed



STOP – Impact to You

The first level of appeal for fee-for-service has a new name. Starting in October, first level appeals will be called “Redeterminations.” You and your patients will receive a formal decision notification letter—the Medicare Redetermination Notice (MRN)—for any decision made on a request for redetermination made on or after October 1, 2004.

CAUTION – What You Need to Know

Contractors who judge these redetermination appeals must make their decisions within 60 days as a result of the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA) and must then notify the providers and beneficiaries involved via the Medicare Redetermination Notice (MRN) (unless the decision is to pay the claim). The MRN describes the redetermination process, explains the results of the Medicare appeal, and provides information about how to file an appeal regarding Medicare’s decision.

GO – What You Need to Do

The newly initiated Redetermination Appeals Process provides information in a more concise and understandable manner and has been well received by Medicare beneficiaries and providers in consumer testing. The Appeals Process provides for timely notification of beneficiaries and providers via the (MRN). Be sure to understand how these new procedures affect your appeal rights.

Disclaimer

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Background

The Medicare claims appeal process was amended by the Medicare, Medicaid and SCHIP Benefits Improvement and Protection Act of 2000 (BIPA, section 521). Section 1869 (a)(3)(C)(ii) required contractors to mail a written notification of the redetermination decision to the parties of an appeal. This section was then amended by MMA [Sections 1869 (a)(5) and 1869 (a)(4)(B)] to include specific requirements for the notices themselves. The requirements ensure that claim appellants receive complete, accurate, and understandable information about their redetermination decisions, as well as information explaining the process of further appeals.

CMS has provided a model cover letter and a Medicare Redetermination Notice to serve as guidelines for Medicare carriers and intermediaries who make the redeterminations. The MMA also ensures that redetermination decisions are made in a timely manner by requiring that 100% of redeterminations must be completed and mailed within 60 days of the receipt of the request. [Section 940(a)(1)]

Additional Information

The MRN must be written in language that is clear and understandable to the beneficiary and must be printed legibly on white paper using black ink. The MRN must include specific required elements such as the sections outlined below:

- An *Introductory* section.
- A *Summary Statement* about the appeal decision.
- A *Summary of the Facts* section including information specific to the appeal and background information.
- A *Decision* section stating whether the claim is covered by Medicare and whether the beneficiary is responsible for payment.
- An *Explanation of the Decision* section outlining the logic and specific reasons that led to the redetermination. This must include relevant clinical or scientific evidence used in making the redetermination.
- A *Who is Responsible for the Bill* section with information on limitation of liability, waiver of recovery, and physician/supplier refund requirements.
- A *What to Include in Your Request for Independent Appeal* section to explain what policy was used to make the decision and identify specific documentation required to appeal at the Independent Appeal Level. It must also state that if this documentation is not introduced at the next level, it may not be introduced in subsequent appeals unless there is good cause that precluded inclusion of such evidence before.
- An *Additional Relevant Information* section to present any additional relevant information, not to include any sensitive medical information.
- A section on *Important Information About Your Appeal Rights* including contact information and an explanation of the next level of the appeal process.

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The official instruction, including a copy of a model MRN, issued to your carrier regarding this change may be found by going to:

http://www.cms.hhs.gov/manuals/pm_trans/R97CP.pdf.

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